100

1. Customer calls
helpdesk with
trouble ticket

Customer
102

Helpdesk
104

2. Helpdesk opens ticket
in Asset Center(AC)db

3. LOS WatchDog
Server Program monitors
and updates data in
db driver tables

108

LOS WatchDog
Server Program

106

DB

4. Client program reads
displays latest LOS
information and sends
modification to helpdesk

Helpdesk managing
LOS

LOS Watchdog
Client program
110

Helpdesk managing
LOS

LOS Watchdog
Client program
112

5. Communicate status
to customer.

Customer
102

Customer
102

FIG. 1

200

ACM LOS Watch Dog

Time zone used: EST

Status By	Status	Ticket #	Asset Tag	Severity	Group Name	Assigned To	A/C Due Date
01/21/2003 09:25:23 PM	CRITICAL STATUS	A009298	MC0300UX206	SpeciOC-04(Gold)	-B300 ServiceDesk_Q	JEFFREY LAMBERTON	01/18/2003 05:34:40 A
01/21/2003 00:23:06 PM	CRITICAL STATUS	A013662	MC0300UX206	SpeciOC-04(Gold)	-SYS Engin_Q	NA	01/28/2003 12:29:06 P

Ticket Types
- ⊙ IOC
- ○ Xtranet
- ○ GDMS

Get Tickets   Log Out

Number of IOC Records: 2

FIG. 2

302

FIG. 3A

304

FIG. 3B

400

Steps	Time	Description
1.	9:30am	Customer calls helpdesk reporting their HP Server is down.
2.	9:32am	Helpdesk creates an 01-Outage ticket and assigns a severity of '01-Platinum' The resolution time to fix the problem is 4 hours The status frequesncy (in case problem is not resolved by LOS) is 30 mins *Multiple severities exist in Asset Center, therefore, each will have a different resolution time and status frequency values.*
3.	9:35am	Ticket is dispatched to a systems engineer. The LOS due date is calculated: 9:35 + 4 hours = 1:35pm LOS Due Date
4.	1:35pm	The problem is still not resolved and LOS is missed. Now the helpdesk is required to status the customer every 30 mins until problem is resolved. Status by 2:05pm = 1:35pm + 30 mins
5.	1:55pm	Helpdesk agent communicates status to customer. The next status by date is 30 minutes from the last status communication. Status by 2:25pm = 1:55pm + 30 mins
6.	2:15pm	Problem is resolved and helpdesk closes ticket.

FIG. 4

Processor
502

Processor
504

506

System Bus

Memory
Controller/
Cache

508

I/O Bridge

510

500

Local Memory
509

512

516

PCI Bus
Bridge
514

PCI Bus

Graphics
Adapter
530

I/O Bus

518

Modem

Network
Adapter

520

Hard Disk
532

PCI Bus
Bridge
522

PCI Bus

526

PCI Bus
Bridge
524

PCI Bus

528

FIG. 5

600

Processor 602

Host/PCI Cache/Bridge 608

Main Memory 604

Audio Adapter 616

Bus 606

SCSI Host Bus Adapter 612

LAN Adapter 610

Expansion Bus Interface 614

Graphics Adapter 618

Audio/Video Adapter 619

Disk 626

Tape 628

CD-ROM 630

DVD 632

Keyboard and Mouse Adapter 620

Modem 622

Memory 624

FIG. 6

```
                          ┌─────────┐
                          │  Start  │
                          └─────────┘
                               │
                               ▼
         ┌──────────────────────────────────────────┐
    ┌───▶│     Monitor service ticket in database    │◀───┐
    │    │                   702                      │    │
    │    └──────────────────────────────────────────┘    │
    │                         │                           │
    │                         ▼                           │
    │                                                     │
    │                   ╱           ╲                     │
    │                  ╱  Are any     ╲                   │
    │                 ╱ service tickets ╲                 │
    │                ╱  within a specified╲    Yes        │
    │               ◀  time range from a   ▶──────┐       │
    │                ╲ specified deadline ╱        │      │
    │                 ╲ for resolution?  ╱         ▼      │
    │                  ╲     706        ╱   ┌──────────────────────┐
    │                   ╲             ╱     │ For each service     │
    │                         │             │ tickets that is      │
    │                        No             │ approaching          │
    │                         │             │ resolution deadline, │
    │                         ▼             │ alert help desk user │
    │                                       │ that service ticket  │
    │                  ╱           ╲        │ is approaching       │
    │    No           ╱ Are any     ╲       │ deadline for         │
    │◀───────────────◀ service tickets ▶    │ resolution           │
    │                 ╲ unresolved and ╱◀───┤        710           │
    │                  ╲past resolution╱     └──────────────────────┘
    │                   ╲ deadline?   ╱
    │                    ╲   708     ╱
    │                         │
    │                        Yes
    │                         ▼
    │    ┌──────────────────────────────────────────┐
    │    │ For each service ticket that is unresolved │
    │    │ and past resolution deadline, periodically │
    │    │ alert the help desk user that a status     │
    │    │ update is due to a customer.               │
    │    │                 708                        │
    │    └──────────────────────────────────────────┘
    │                         │
    └─────────────────────────┘
```

FIG. 7